

We have had an ongoing problem with AT&T for some time now over a long distance phone bill. Two times now, we have been billed for the same long distance calls, on two separate bills, that we have not made. The first time this happened, to avoid any interruption of our service, we paid the entire bill without protest. However, we did tell the representative at the time that we paid the bill, that if this should happen again, we would not pay it a second time. When it did occur again, a few molater, we refused to pay that portion of the bill only. We were more than willing to pay the remaining portion of the bill. After trying many times to settle this in a friendly manner, we have decided to contact the FCC for some assistance in this matter. The calls in question were mde to states in which we have no friends or family, and they are the same exact places and numbers that appeared on the bill we did pay...just to avoid any further problems with AT&T. They are a big company, and we feel that if we allow them to intimidate us in this way, it will be an injustice to us. It is not a matter of money, but a matter of principal.